

Webpayer FAQs

System based

1. What is the California Electronic Funds Transfer (EFT) web based payment system?
The California EFT web based system is an integrated Automated Clearing House (ACH) network that allows payers to submit their tax/fee payments online for various California state agencies.
2. When is the system available?
The system is available 24 hours a day/7 days a week. Payments can be submitted at any time through this interface.
3. How does the system work?
This system uses the Automated Clearing House (ACH) network to remit payments. The user creates an online payment for the participating California state agency by inserting details like:
 - a. Payment Type - This is the type of tax/fee you want to pay.
 - b. Billing Period (MM/YY) - The billing period of the tax/fee the payment is for.
 - c. Tax/Fee Amount - the amount of payment you want to remit.
 - d. Bank debit date - This is the date the user's bank account will be debited.

Note: Some agencies may require specific information unique to their agency. Refer to 'What information do I need to make a payment?' for more details.

4. What are the benefits of using this system?
The California EFT payment system offers many benefits:
 - a. **Ease of Use** - California EFT offers 4 easy "step by step" instructions to make a payment.
 - i. Select Payment Option
 - ii. Enter Payment Information
 - iii. Confirm Payment Information
 - iv. Receive Payment Acknowledgement
 - b. **Fast** - Payments can be scheduled in minutes.
 - c. **Scheduling** - Payments can be scheduled in advance for future dates. Depending on your agency, a payment can be scheduled up to 90 banking days from the current day.
 - d. **Secure** - This system implements a high degree of security to protect your payments. All payments are sent to your financial institution through secured connections.
 - e. **History** - CA EFT stores your payment history for a 3-year period. Users can log into their account and review all the payments made and their statuses using the "Payment Inquiry" feature. All payments made through other Metavante interfaces like telephone (IVR - Interactive Voice Response), or through a customer service representative (CSR) also show on this web based system.
 - f. **Paperless** - This system eliminates the need for writing checks to make payments. Even your payment receipts are stored online. A customer can print them if required.
5. What types of payments can be made through the web based payment system?
A number of California state agencies participate in the California EFT system using this web platform
 - a. California Public Employee's Retirement System

d. Memorial Day	Last Monday in May
e. Independence Day	July 4*
f. Labor Day	First Monday in September
g. Columbus Day	Second Monday in October
h. Veteran's Day	November 11*
i. Thanksgiving Day	Fourth Thursday in November
j. Christmas Day	December 25*

*If this day falls on a Sunday, the banks are closed the following Monday.

3. At what times during the day can I submit a payment?
Payments can be submitted any time the system is available. If you are scheduling a payment for the next banking day, it must be completed before 3:00 pm Pacific Time.
4. What information do I need to make a payment?
In addition to your account number, security code and password to access the system, you will need the following basic information:
 - a. Payment type
 - b. Amount of the payment
 - c. The debit date or the date you want the funds withdrawn from your account and deposited in the state agency account.
 - d. Other information required by the agency
5. I lost my confirmation/reference number. How can I retrieve it or find the payment I submitted?
 - a. Select the Payment Inquiry option from the main navigation menu.
 - b. Enter the criteria of the payment you would like to retrieve and click search.
6. If I have problems using this system, how can I get help?
Contact Customer Service at 1-800-554-7500 and follow the prompts to get to an operator, or contact your agency's EFT Helpline for assistance. Contact information is listed on your agency's login page by hovering over the "Help" button next to the account/identification number field.

Logins

1. How do I register to make payments through the web?
On the login page, click the button for first time users. Complete the required fields and click "Create Profile" to activate your web account.
2. I forgot my password or security code. How can I retrieve it?
Forgotten passwords and security codes cannot be retrieved; however, new ones can be created. On the login page, click the appropriate link to your forgotten password/security code. Answer the security questions when prompted to replace your forgotten information.

Payments

1. How do I make a payment?
 - a. Login
 - b. Select the desired Payment Type and enter the appropriate values in the displayed fields. Click "Continue". The Confirm Payment Information screen will be displayed.
 - c. Review the payment information for accuracy. If it is correct, click "Submit"

- Payment". If incorrect, click the "Edit Payment" button to make changes.
- d. The Payment Acknowledgement screen will be displayed. Your Payment Reference Number will be listed. Print this page as a receipt for your payment. If you wish to make another payment, click "New Payment". Otherwise, you may select another function or log off the system.

2. How do I search for previously made payments?

- a. Log in and click "Payment Inquiry" on the navigation menu.
- b. If necessary, enter the search criteria of the payment you would like to view and click "Search".
- c. When you find your payment, click anywhere on the payment line to display the payment details.

3. Can I sort the payment search results?

The search results may be sorted by clicking the "+" next to the row heading you wish to sort by.

4. What do the different payment statuses mean?

- a. Scheduled: The payment is scheduled for debit in the future, and may still be canceled.
- b. Submitted: The payment is scheduled for debit on the next banking day. The payment may still be canceled if performed prior to 3:00 pm PT of the banking day before the debit date.
- c. Canceled: The scheduled or submitted payment was canceled.
- d. Processed: The payment is processing on the ACH network and may no longer be canceled (bulk filers only).
- e. Paid: The payment was processed successfully.
- f. Rejected: The payment was processed on the ACH network, but was denied.

5. How do I print my payment confirmation?

- a. When viewing the Payment Acknowledgement screen, click the "Print this Page" button. A printer-friendly version of the page will be displayed.
- b. Select File/Print or click the printer icon in your web browser to print the page.

6. How do I cancel a payment?

- a. Log in and click "Payment Inquiry" on the navigation menu.
- b. If necessary, enter the search criteria for the payment you would like to cancel and click "Search."
- c. Click the payment you would like to cancel.
- d. Click "Cancel Payment" on the Payment Detail screen if you are certain you want to cancel the payment.
- e. Click "Confirm Cancellation" on the Confirm Payment Cancellation screen to confirm the cancellation.
- f. After the payment is canceled, the Payment Cancellation Confirmation screen will be displayed with your cancellation reference number. You may print this page for your records.

7. Can I un-cancel a payment after it has been canceled?

No. Once a payment has been canceled, it cannot be altered again. The payment will need to be re-entered and a new reference number will be generated.